1	2	3	4
C	**Billing Complaints**		
(i)	Billing complaints per 100 bills issued	<0.1%	One quarter
(ii)	% of billing complaints resolved within 4 weeks	100%	One quarter
(iii)	Period of all refunds/ payments due to customers from the date of resolution of complaints as in (ii) above	< 4 weeks	One quarter
D	**Customer perception of service**		
(i)	% satisfied with the provision of service	>95	
(ii)	% satisfied with the billing performance	>90	
(iii)	% satisfied with help services	>90	
(iv)	% satisfied with network performance, reliability and availability	>95	
(v)	% satisfied with maintainability	>95	
(vi)	Overall customer satisfaction	>95	
(vii)	Customer satisfaction with offered supplementary services % satisfied	>95	

ST/SC bogus caste certificate cases

2485. SHRI PRAVEEN RASHTRAPAL: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the total number of SC/ST bogus caste certificate cases in various Departments of his Ministry as on 31st March, 2007;

(b) the number of cases where his Ministry have started departmental proceedings against the concerned employees from the above numbers;

(c) the number of cases where the matter is pending before various Courts; and

(d) the action plan by his Ministry to finalise all the above cases and to fill up the vacancies by appropriate candidates belonging to SC and ST?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) There are 139 cases of SC/ST bogus caste certificate in the Department of Posts and one case in the Department of Information Technology.

(b) In 52 cases in the Department of Posts and one case in the Department of Information Technology, the Departmental proceedings have been started.

(c) 62 cases concerning employees of the Department of Posts and none of Department of Information Technology are pending before various Courts.

(d) Action will be taken to expedite the Departmental proceedings against the concerned employees. Cases pending with various courts would be pursued vigorously. Depending on the decisions in the Departmental proceedings and court cases, the action will be taken to fill up the vacancies belonging to SC and ST. In respect of Department of Telecommunications the information is being collected and will be laid on the Table of the House.

Permission for holding elective office

*2486. SHRI MOTIUR RAHMAN: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the details of employees of MTNL, Department of Posts and the Department of Telecommunications, New Delhi granted permission to hold an elective office in Central Government Employees Consumer Cooperative Society Ltd. (Kendriya Bhandar) as per the provision of Rule 15 of the Central Civil Services (Conduct) Rules, 1964 together with copies of their applications and permission granted thereon during the year 2007;

(b) whether there is any proposal to direct all such employees who are holding an elective office in Kendriya Bhandar without the previous sanction of Government, to discontinue holding an elective office in Kendriya Bhandar forthwith; and

(c) if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) to (c) The Information is being collected and will be laid on the Table of the House.

Licences for VPTs

2487. SHRIMATI VIPLOVE THAKUR: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Government have provided licences to private basic service operators to provide a fixed number of Village Public Telephones (VPTs);

(b) if so, the details of VPTs provided by these basic operators, State-wise;

(c) whether these private operators have failed to provide VPTs in their respective areas within stipulated time-frame; and